

Spring Release

2026

Webinar FAQ



Purpose of this document: This FAQ captures answered and unanswered Q&A from the 2026 Spring Release Webinar.

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Note: *If your question isn't shown here, it may require additional details or environment-specific context to answer. Please reach out to Technical Support or your account team to ask your question.*



General Product Questions / Webinar Logistics

Are these new AI features, including AI sourcing, an additional cost to existing contracts?

Answer: AI Sourcing Agent is at no extra cost for CXM or CRM customers. Frontline AI is an add-on to ICIMS ATS.

What is the process we can follow to get responses from our account manager and support reps?

Answer: Please open or update a Support case. That is the fastest and most reliable path to get help, as cases are routed based on product, severity, and SLAs — not availability of a single person.

Where can we find the release notes for this update?

Answer: Spring Release notes linked [here](#).

I have recruiters that still work in the old version of ICIMS. Will the AI, Scheduling, Hiring Automation work there, or do they need the new experience?

Answer: New ICIMS is not required for any of the features presented.

Where do I find the release schedule?

For next time, please visit the [schedule page](#) on the Community to get dates for your release waves.

ICIMS Engage — AI Sourcing Agent

Will the AI sourcing agent ever expand into the main ATS platform or only CXM?

Answer: The AI sourcing agent is currently in CRM and CXM (ICIMS Engage). Plans exist to expand to ATS; there is no timeframe yet, but it is described as coming within the next year or so.

Am I correct that Talent Discovery is supposed to use AI to find candidates for our job that are already in our ATS?

Answer: It finds candidates in your ATS or CRM/CXM database (if you have CRM or CXM). The AI Sourcing Agent in CRM/CXM pulls from candidates who applied, candidates who submitted via the Talent Community form, or those brought in from the sourcing extension (pulling candidates from LinkedIn).

Is it just searching the database of candidates already in our system?

Answer: Yes, in ICIMS CXM or CRM.



Where does the AI Sourcing Agent source from — only the ICIMS database or external job sites?

Answer: It is sourcing from your ICIMS database.

AI Sourcing only searches candidates already in our database (not external resume databases like Indeed/Monster), correct?

Answer: It is candidates already in your database, including Talent Community, events, or candidates brought in from the sourcing agent (to bring candidates from LinkedIn).

Which AI model is the sourcing agent running?

Answer: It is running Anthropic/Claude.

With the AI sourcing agent, can you restrict it from reaching out to individuals based on bins/statuses/folders/filters?

Answer:

- Restrictions will be based on configured search locks.
- Restrictions will be based on the search locks configured on the CRM only.
- Configured search locks will be respected.

If we screened out candidates in the past, is there a way to ensure the agent isn't sourcing them again?

Answer: Configured search locks will be respected.

For candidate sourcing AI, will this be automatically available in CXM or do we need to opt in?

Answer: All CXM users will now see AI Sourcing Agent automatically.

The Admin Settings screen and AI sourcing details do not look familiar. How do I access this?

Answer:

- CXM features deploy at the end of the release window. You should now see it in CXM.
- The AI Sourcing Agent uses skills and experience to match candidates to jobs.

Where do we confirm the invite-to-apply email?

Answer: This is part of the activation of the agent. If settings are manual, you select the invite-to-apply template during the activation conversation. If invite-to-apply is set to automatic, you select the template in settings.

Is the sourcing agent smart enough to ensure candidates are located in the proper geo location for the job? Can users apply filters?

Answer: Users can add requirements by adding additional required skills. Job location is taken into account when the agent runs the search, and that location is confirmed as part of the activation conversation.

Can this AI tool search candidates who already applied to help pull top candidates when hundreds have applied?

Answer: The AI Sourcing Agent is in CXM. A suggestion provided was to use AI Talent Explorer in the ATS so applicants are ranked by role fit in each job.



Clarifying question regarding variables: will ICIMS make additional ATS field variables available in CXM for invite to apply emails?

Answer: Please submit an Aha! idea highlighting the specific fields you'd like to see added.

For the CRM, are AI Sourcing Agent and source attribution enhancements available at no extra cost?

Answer: It will be available at no extra cost in the CXM only.

Is AI sourcing available for all clients/users?

Answer:

- It is available for CXM users (ICIMS Engage solution).
- AI Sourcing Agent is only available in ICIMS Engage (CXM only) at this time.

To clarify: if we have CRM, do we have to upgrade to CXM to access the AI Sourcing Agent?

Answer: Yes, exactly.

Can the AI Sourcing Agent be restricted by bins, statuses, or folders?

Answer: The AI Sourcing Agent is restricted using Search Locks.

How does the AI Sourcing Agent support global hiring practices?

Answer: The Agent focuses on skills and experience to enable fair, consistent evaluation across regions while avoiding cultural bias. Bias audits with human in the loop reviews have validated that ideal candidate personas and structured job descriptions align with equitable, skills based hiring practices.

How does the AI Sourcing Agent handle outdated or incomplete resumes from job boards?

Answer: This use case is not currently supported but is planned for a future roadmap.

Are AI features available only to ICIMS CXM customers?

Answer: Yes. These AI features are currently available only to CXM customers.

Automatic Source Attribution (CRM/CXM + ATS)

Do source attributes flow over to ATS?

Answer: For inbound: source attributes are only captured on the CRM/CXM side. For outbound: source attribution will be on the ATS side only. Inbound source attributes can be found under candidate profile (Additional Information tab).

Is the enhanced source tracking only for CRM/CXM or will ATS source tracking be improved as well?

Answer: Inbound source attribution is available in CRM/CXM under the Candidate Profile. For outbound source attribution, enhancements have been made on the ATS side by



improving how data is captured — replacing “Message ID” with “Campaign Name” or “Email Subject Line,” as applicable.

For this email source enhancement — is this only for Invite to Apply email templates or email templates as well?

Answer:

· Implemented for: Direct email; Invite to Apply; Campaign Email; Automated Campaign (CXM feature); Event Emails; Job Alerts.

Will those standardized updated source values be added to the ICIMS Spring Release article under the source tracking enhancement?

Answer: Spring release notes are already updated with the latest article; use [this link](#) to access it.

Global Maps Widget (Career Sites – CMS)

Are the map enhancements relative to CMS availability only, or broader enhancements to maps?

Answer: The Global Maps widget enhancements are tied to CMS availability only and are not broader updates to the overall maps feature set at this stage.

Interview Scheduling (Interview Scheduling V2)

We have multiple email/calendar tenants. Is there a plan to adjust how many tenants can be connected for ICIMS calendar?

Answer: With this release, support exists for up to 5 different calendar connections.

We are connected with Microsoft individual calendars, but cannot reserve rooms for onsite interviews. Do we know when room reservation is coming?

Answer: Room reservation is coming with the summer release. It will sync rooms tied to your calendar tenant, allowing rooms to be added, booked, and reserved as part of the interview process for onsite interviews.

Book room also available with Google Workspace?

Answer: Yes.

Does interview scheduling support Microsoft GCC, GCC High, or DoD environments?

Answer: Microsoft GCC / GCC High is not supported at this time.

Teams is supported?

Answer: Yes. Teams is automatically connected once you add a Microsoft connection.



Teams follow up: Is that the paid connector, or part of the interview scheduling module once a Microsoft connection is added?

Answer: For Teams video conferencing interviews: this does not require a paid connector. Once a Microsoft connection is added, Teams conferencing links can be automatically generated for video interviews.

The calendar support is now live?

Answer: Yes, this is live with the Spring Release.

Is RSVP available on the Google calendar invite too, or only in the interview scheduling center?

Answer: The RSVP captured is what the attendee responds on the .ics file placed on their calendar (e.g., if an interviewer marks the invite as tentative, it is captured and displayed in the ATS).

Can RSVP response visibility be shared with all interviewers in a group interview?

Answer:

- Yes, this is possible with the new update.
- Interview team members can be configured to receive a notification when an attendee responds.

Is this reportable — interviews and response status for attendees?

Answer: Interviews are reportable. Responses will not be reportable with this release; it is a future improvement.

Is there reporting functionality for candidate/interviewer acceptance status so we can show pending invites on dashboards?

Answer: With this release, responses will not be reportable, but foundation has been laid to do so with an upcoming release.

What about responses from the candidate for the interview invite — is that visible within interview scheduling center?

Answer: The candidate's response is visible in their application profile.

Is there any way to filter the interview scheduling center screen? It's very broad for most users.

Answer: The interview scheduling center can only be filtered by Pending and Upcoming interviews. Within Upcoming interviews, it can be filtered down by interviews on your jobs. No additional filtering at this time.

Will we be able to add new interviewers when an interview is being rescheduled, or does it require a new interview?

Answer: Currently the interview must be cancelled and recreated to swap or add interviewers. Work is underway to allow edits without cancelling/rescheduling for the Summer Release.

For the interview center, are recruiters only seeing their interviews scheduled, or all interviews?



Answer: It shows all interviews, not only those scheduled by the recruiter. Future improvements are planned to support additional filtering.

Has the risk been addressed related to needing full calendar access vs segmented access?

Answer: Full access is still required to write events to an interviewer's calendar to prevent double booking. Microsoft/Google do not have scopes that allow viewing free/busy times and writing events. Work is being done with the sub processor to explore improvements.

Will you be addressing the issue with full calendar visibility being necessary to implement?

Answer: Same response: full access is still required to write events; Microsoft/Google limitations were cited; improvements are being explored with the sub processor.

For the calendars, is there a way to book a time even when a calendar schedule is showing blocked?

Answer: Yes. When scheduling, you can go to a calendar view and place the interview meeting directly over a booked time to override.

For the interview release, how does this affect those with a Cronofy integration?

Answer: No impact. Cronofy is the sub processor used to power the integration between the ATS and company calendars.

Is there a solution to multi-book the same time slot via bulk invite for self-scheduling?

Answer: At this time, scheduling the same time slot cannot be done in bulk. Plans exist to address this later this year.

Candidate self-scheduling: can candidates see only the primary interviewer's calendar, or also required additional interviewers' availability?

Answer: Candidates see time slots where both the primary and required additional interviewers are available. Optional interviewer availability is not factored in.

Required additional interviewer's calendar slot is also available to the candidate to schedule/reschedule?

Answer:

- Yes — required additional interviewer availability is considered when giving candidates the ability to schedule.
- Required additional interviewer availability will also get factored.

Trigger-Based Hiring Automation

General questions

What if we no longer have an account manager or CSM to review these features with?

Answer: More documentation is now located in the Community for hiring automation [here](#). Submitting a support case is also recommended.



Will more variables be released in the email automation? It's limited today.

Answer: Yes. Expanded variables are coming in future releases.

Can you have more than one Automation Type per status (example: send email and move status)?

Answer: Yes, generally. To accomplish multiple actions, set up two separate automations. Recruiting workflow search criteria can be used to validate the automation; testing is recommended.

Can you have back-to-back automations?

Answer: You may want to set up two different automations.

When using hiring automation for workflow status change, does workflow audit history show a particular user for that movement?

Answer: The user advancing candidates through workflow status changes is the Recruit Service IAM API user, under the internal integrations user login group.

Based on the current setup: hiring automations will not run if a field is updated (e.g., assessment field updated to "completed" via API). Can automation run off that field?

Answer: Field updates as a trigger are not supported today. This is in discovery / being evaluated as a feature request.

What is the benefit of Hiring Automation versus Event Notifications?

Answer: It is beneficial because user admins can manage automations themselves rather than submit a support case.

Is there a way to trigger Event Notifications through Hiring Automation?

Answer: Event notifications will still work. If triggering a third-party assessment integration, there are caveats and the event notification may need to be updated by support. Integrations requiring package selection/auto launch when status changes are not supported at this time; discuss with Customer Success or Account Manager.

Does this ATS trigger work for connectors (can it trigger an action that requires a connector)?

Answer: Possible for some types of third party assessment integrations (such as background checks). Not supported for integrations requiring package selection/auto launch when candidates advance. Some updates may be needed to event notifications; discuss with CSM or submit a support case.

Is there going to be more information on how to use Hiring Automation?

Answer: Hiring Automation articles are being finalized and will be linked on the release page here.

Will the hiring automation show all of our current event notifications that we have set up?

Answer: Hiring Automation does not show current event notifications. A support case can be created or scenarios discussed with Customer Success Manager.



Will iForms notifications be configurable in Hiring Automation (vs Event Notification via Support)?

Answer: Hiring Automation does not have iForm related automations today. This is in active discovery.

Can you manage automations based on roles, or is it all or nothing?

Answer: Manage this by setting up Recruiting Workflow searches within the automation.

How many email automations can we have? Is there a limit to hiring automation events?

Answer: There is currently no limit.

Will more variables be released in the email automation? It's limited today.

Answer: Yes. Expanded variables are coming in future releases.

Is the automations feature included in the ATS?

Answer: Yes. Once your release wave has passed, Hiring Automation appears in the Admin menu.

Can you do Hiring Automation for different portals, and can you set up an automation for a job posting expiration?

Answer: A filter in Recruiting Workflow search may achieve targeting a specific part of the organization. Recruiting Workflow search validates criteria; automations are queued to be completed. Job based automations are not available; that is on the roadmap.

Is Search Criteria used like a list of candidates, or can it define the trigger?

Answer: Recruiting Workflow search validates automation rule criteria; then automations are added to a queue to be completed.

Does Hiring Automation replace Event Notifications?

Answer: In some cases, yes. It depends on how the event notification is being used. More information will be shared in an upcoming article.

For this example search template: do you have to include the Offer Recent Status filter?

Answer: This may be a filter you should use depending on your configuration. Testing in your Test site is recommended because configurations vary.

Will there be additional recipient variables added in the near future (relational recipients / location profile fields)?

Answer: Changes are in process to improve relational recipients.

Will each recruiter have the option to utilize Hiring Automations, and will settings apply only to requisitions they're assigned to?

Answer: Only User Admins can configure Hiring Automations, and search templates can be used to narrow which requisitions the automations apply to.

How does trigger based hiring automation differ from the offer letter module?

Answer: Trigger Based Hiring Automation is accessed through the Admin menu and



operates independently of Offer Management. While separate, it can include offer related triggers as part of an automated workflow.

Is there an additional cost for the offer management tool?

Answer: Yes. Pricing and contractual details should be discussed with your ICIMS account team.

Integrations & Automation Triggers

Can trigger based hiring automation be configured using custom fields?

Answer: No. Triggers cannot currently be based on field level updates, including custom fields. This capability may be considered for a future roadmap.

Recruiter Usage & Permissions

Can individual recruiters choose whether to use trigger based hiring automation?

Answer: No. Access is controlled through User Admin login groups. Availability is determined by administrator assigned permissions, not individual recruiter preferences.

Reliability & Support

Is a notification sent if an automation fails?

Answer: Yes. A notification is sent when an automation fails. Additional details are available in the Hiring Automation settings.

Which ICIMS Support ticket category should be used for automation issues?

Answer: Customers should submit a support ticket with the following selections:

- Product: Applicant Tracking System
- Category: Hiring Automation

Including detailed information about the automation and expected behavior will help expedite troubleshooting.

Candidate Self Scheduling

What enables a candidate's ability to self-schedule interviews?

Answer: Candidate self-scheduling is enabled through Interview Management templates. Interview Management v2 is required.



Can self-scheduling access be revoked if a candidate changes workflow status?

Answer: In most cases, changing a candidate's workflow status does not affect a self-scheduling link that has already been sent or is in progress. For more details, refer to the Interview Management help articles.

Interview Scheduling Enhancements

How is the interview panel selected?

Answer:

- For recruiter scheduled interviews, interviewers are added using the scheduling wizard.
- When interview templates are used with Hiring Automation, interviews are scheduled automatically. A primary interviewer can be pre-selected in the template associated with the automation rule.

Do the updates require new email templates?

Answer: No. All Spring Release updates apply to Interview Scheduling v2, and existing v2 email templates can be used.

Is RSVP visibility limited to self-scheduled interviews?

Answer: No. RSVP visibility is available for both self-scheduled and recruiter scheduled interviews.

Can interviewers RSVP when interviews are scheduled by recruiters?

Answer: Yes, depending on how the interview is scheduled.

- When the meeting is created directly from the primary interviewer's calendar:
 - The primary interviewer cannot accept or decline.
 - Additional interviewers and candidates can RSVP.
 - These meetings appear as "Auto added" in the UI and are required to generate video conferencing links.
- When Standalone Scheduling is enabled:
 - Video interviews are still created from the primary interviewer's calendar.
 - For phone or onsite interviews, the meeting is not created this way, allowing the primary interviewer to RSVP.

Is there a roadmap enhancement to automatically attach resumes to Outlook invites?

Answer: Candidate resumes can already be automatically attached to confirmation emails. The resume can be added as a variable when modifying the interview notification template (Interview > Candidate > Resume Link). Once added, it will be automatically included when the interview is scheduled.

Will room booking with Google Workspace be available in the Summer Release?

Answer: Yes. Room booking with Google Workspace is expected in the Summer Release.



ICIMS Frontline AI

Is Frontline AI different than Coalesce AI?

Answer: Yes. Coalesce AI is the brand name for ICIMS AI functionality (assistants, search & match, agents, etc.). Frontline AI is a new add-on solution within the umbrella of Coalesce AI.

It mentions availability is US — is this available in Canada as well?

Answer: Deployment is in the US through this summer, with EU, Canada, and other areas coming shortly after. Availability may depend on hosting needs.

Is Frontline available for ATS or is this CXM/CRM?

Answer: ICIMS ATS is a prerequisite to leverage Frontline AI, and Frontline AI is a separate product.

Is Frontline AI included or do we need to contact someone for pricing?

Answer: Frontline AI is an add on product; reach out to your Account Manager for details.

Is this Mobile Hiring tool only available with the purchase of Frontline AI?

Answer: Yes, the mobile Hiring Manager Workspace shown is available with the purchase of Frontline AI.

Is this chat for candidates within ATS or do we have to purchase it separately?

Answer: Frontline AI is a separate purchase that sits on top of Hire.

Is there a plan for a recruiting mobile app?

Answer: A separate interface designed specifically for recruiters is not planned; recruiters can use the same workspace interface.

Do hiring managers have to use the Frontline candidate apply (chat apply) in order to use the manager workspace, and will managers only see chat apply candidates?

Answer: Access to the hiring manager workspace requires purchasing Frontline AI. Candidates visible in the workspace include all candidates who applied to any Frontline job, regardless of the channel they applied through; it is not exclusive to chat apply.

How would a hiring manager access the Hiring Manager Workspace / AI landing page?

Answer:

- The Hiring Manager Workspace has a dedicated URL to access and uses an existing ICIMS login.
- A hiring manager can log in with their existing ICIMS login.

Can you do this for specific posted positions?

Answer: You can determine which jobs are posted to the candidate chat experience and what the apply flow will be for those roles.



What will be the source for someone that applies via AI/Text?

Answer: Source = the primary place they entered (career site, job board, etc.). Source Channel = Frontline AI. Source External ID = candidate surface (web, SMS).

Is it possible to disable the direct messaging feature only between hiring manager and candidate?

Answer: A clarification was requested: whether the hiring manager should still be able to view the candidate's full conversation from the chat apply experience.

Can the chat experience replace or upgrade an existing ICIMS job chat implementation?

Answer: This depends on the customer's specific use case.

- Digital Assistant is best suited for corporate or employer brand hiring and top of funnel optimization, including candidate Q&A, job search and matching, and initial applications.
- Frontline AI is designed for high volume, frontline hiring and supports full funnel automation—from job discovery through application, screening, interviewing, offer, and onboarding—with a mobile first experience for hiring managers.

The appropriate solution should be determined based on the customer's hiring needs and profile.

Can the chat experience build candidate profiles or collect leads if an application is not completed?

Answer: No. The chat experience cannot build candidate profiles or collect leads if an application is not completed.

Can customers maintain their current CRM based candidate experience while enabling Frontline AI for hiring managers?

Answer: The Frontline AI hiring manager experience requires the purchase of Frontline AI.

- Only jobs marked as Frontline roles will appear in the Frontline workspace.
- Only candidates who have applied to those roles will be accessible within that workspace.

Will Frontline AI training be available beyond the demos shown in the webinar?

Answer: Yes. Additional Frontline AI training will be available beyond the webinar demos. Please check the ICIMS community and ask your account representative for additional support.

Is Frontline AI included for customers already subscribed to existing ICIMS AI functionality?

Answer: No. Frontline AI is available as an additional purchase to ICIMS Hire (or ICIMS ATS) and is not included with existing ICIMS AI functionality.